



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

Manager IV, DMV

This departmental promotional examination is being conducted using an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager IV level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Communication Programs

POSITION : Manager IV

LOCATION : Riverside

SALARY : \$4837 - \$5878

FINAL FILING DATE : April 9, 2009

(All applications must be **received** no later than 5:00 p.m. on the final filing date.)

You may fax a copy of your application to Ilene Vega-Evans at (949) 975-0161 to ensure receipt by the Region prior to 5:00 p.m. on the final filing date. If a faxed copy of the application was sent to the Region, you must mail the original application and Statement of Qualifications postmarked no later than the Final File Date to: Department of Motor Vehicles, Attention: Ilene Vega-Evans, 18231 W. McDermott, Suite 100, Irvine, CA 92714.

DUTIES/RESPONSIBILITIES

Under the direction of the Manager V, plans, organizes, and directs the work related activities of employees through subordinate managers. Implements and maintains an ongoing Quality Assurance Program.

MAJOR DUTIES OF THE POSITION INCLUDE

- Implements and maintains an ongoing Quality Assurance Program.
- Ensures all employees receive appropriate basic training.
- Sets agenda for weekly training meetings and assigns to various managers to conduct.
- Maintains consistency between various sections, ensuring all managers in the Telephone Service Centers are using the same standards, criteria, and methodology in training, evaluating performance, etc.
- Facilities coordinator responsible for building inspection, preparing equipment requests/justifications, reviewing and maintaining equipment maintenance and repair logs.
- Prepare annual minor capitol outlay and special repair requests.
- Responsible for all automated and telephone equipment including installation, warrantee and ongoing preventative maintenance, as well as relocation.
- Serves as resource for identifying and resolving program problems.
- Directly supervises and monitors the daily control cashier/audit functions.
- Responsible for security procedures, accountable items, inventory and fees received.
- Prepares and maintains manual and electronically generated reports for upper level management concerning the operation of the Telephone Service Centers.
- Represents Telephone Service Centers on special projects within the department.
- Has full responsibility and authority for the Telephone Service Centers in the manager's absence.
- Other duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria.

- Excellent ability to plan, organize, direct and control work assignments of subordinate managers.
- Knowledge of state administration, budget, and personnel procedures, and office management principles.
- Knowledge of effective management and supervision methods, tools and equipment related to the operation of a Call Center in the Department of Motor Vehicles.
- Ability to develop goals, and to plan and implement strategies to meet goals; develop and utilize monitoring systems to evaluate and adjust goals.
- Ability to implement training and personnel development programs in the unit; demonstrate well developed interpersonal skills.
- Strong personnel management and leadership skills; knowledge of EEO objectives, management's role and the processes available to meet EEO objectives.
- In-depth knowledge of provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager II, Department of Motor Vehicles.

Or III

Three years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California state service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles, or Driver Improvement Manager I; or at least two years of a class with a level of responsibility not less than that of Manager II, Department of Motor Vehicles.)

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

KNOWLEDGE AND ABILITIES

Knowledge of: Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; a manager's role in ensuring Equal Employment Opportunities.

In addition to the above, public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

Ability to: Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; plan, organize and direct the work of others; and effectively provide Equal Employment Opportunities.

In addition to the above, plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

Additional Desirable Qualification: Possession of a valid driver license, knowledge of the Insurance and VR Programs, ability to lead projects, demonstrated decision making ability, strong personnel management and leadership skills, strong analytical skills, well developed interpersonal skills, and knowledge of the legislative and regulations processes.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS: Applicants failing to meet the filing instructions for this examination will be eliminated.

All interested applicants must submit:

- An original, signed State application (STD. 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. This Statement of Qualifications is a discussion/summary of the candidate's experience that would qualify him/her for this position. **The statement cannot be more than two pages in length.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications are to be submitted to:

**Department of Motor Vehicles
Attention: Ilene Vega-Evans
18231 W. McDermott, Suite 100
Irvine, CA 92714**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination.

Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a State application and Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Ilene Vega-Evans at (949) 440-3431. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. **Applications received will not be maintained for future positions.**

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.